

Customer Service

- Tell us about a specific incident from your professional or personal experience when a customer was angry, rude, or demanding. What did you say or do to handle the situation?

1-2	3-4	5-6
Candidate did not listen well to the customer's concerns and was not proactive in controlling the situation or finding a solution	Candidate used listening skills and ensured the situation did not spiral out of control	Candidate demonstrated excellent listening skills, maintained great control of the situation, and was proactive in finding a solution

- Describe a difficult time you have had dealing with an employee, customer, colleague, or co-worker. Why was it difficult, and how did you handle it?

1-2	3-4	5-6
Candidate lacked professionalism and may have allowed emotion to rise to the surface inappropriately when dealing with conflict, was not able to effectively resolve conflict	Candidate was professional in dealings with others and was reasonably able to resolve the conflict	Candidate demonstrated tact, sensitivity, and professionalism in the face of difficult circumstances, and was able to compromise to find a mutually acceptable solution

- Tell me about a time when you went beyond normal or standard expectations to give great service to a customer.

1-2	3-4	5-6
Candidate did not listen well to the customer's concerns and was not proactive in controlling the situation or finding a solution	Candidate used listening skills and ensured the situation did not spiral out of control	Candidate went far above and beyond the normal call of duty, proactively sought solutions, and effectively delivered high customer satisfaction

- Tell of a time when your active listening skills really paid off for you - maybe a time when other people missed the key idea being expressed.

1-2	3-4	5-6
Candidate did not listen well to the speaker or situation, may have offered solutions	Candidate used good listening skills and was able to	Candidate allowed the speaker to give full expression to ideas before

before the matter could be clearly understood at all levels, and may have given suggestions that would not be effective in the given situation	understand the situation before proceeding to offer an effective solution	offering solutions, used thoughtful probing questions to discover the real matter, cheerfully offered effective and mutually agreeable solutions
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- Tell us about one of the most difficult customer service experiences that you have ever had to handle -- perhaps an angry or irate customer. Be specific: tell what you did and what the outcome was.

1-2	3-4	5-6
Candidate did not listen well to the customer's concerns and was not proactive in controlling the situation or finding a solution	Candidate used listening skills and ensured the situation did not spiral out of control	Candidate went far above and beyond the normal call of duty, proactively sought solutions, and effectively delivered high customer satisfaction